

DEPARTMENT OF NATURAL RESOURCES
POSITION DESCRIPTION

Working Title: Wastewater Program Field Operations Director

Classification: Natural Resources Manager

Location: [Office Location], Wisconsin

Program: Wastewater in the Water Quality program -Environmental Management Division

Purpose of the Position:

This position assists the Water Quality Program Director as a leader and strategist in developing and ensuring consistent implementation of a comprehensive statewide Wastewater program. This includes assuring that state and federal Wastewater laws are met. This position oversees and ensures statewide consistency directing the field implementation of all policy, planning, personnel and budget activities associated with Wastewater. This position monitors statewide program metrics relating to field implementation and ensures that those metrics are being achieved or corrective measures are taken to address those not being met. In the absence of the Water Quality program director, this position has the full authority of the Director position and represents the Department in external contacts with the Governor's Office, the legislature, local government leaders, federal agencies such as the United States Environmental Protection Agency (EPA), regional and national Wastewater related organizations, and a wide variety of public groups, private businesses, and associations. This position directly supervises the Field Wastewater program field supervisors statewide.

Location, Position's Geographic Scope & Travel Requirements: The position is located in the central or field headquarters offices of the Department of Natural Resources in [Office Location]. The position requires regular travel throughout the state and may occasionally travel nationally.

Scope of Authority: This position is supervised by the Water Quality program director and is a standing member of the Wastewater Management Team. The position directly supervises the Field Wastewater Program field supervisors.

TIME % Responsibilities and Duties

30% A. Evaluate and ensure the effectiveness of field operational integration, consistency, implementation and coordination within the Wastewater Program and Environmental Management by the field offices as well as with other Department programs and external partners.

- A1. Directs, Integrates, coordinates and ensures consistency of Wastewater program field operations within the Wastewater Program; effectively coordinates projects spanning across division programs within the Environmental Management Division with counterparts in other programs and proactively coordinates with field management and supervisors on projects that span across divisions within the department.
- A2. Oversees and manages the development of internal operational policies, directs and communicates implementation procedures to all affected parties to ensure uniform and consistent application.
- A3. Encourages cooperative resolution of both external and internal policy implementation disputes.
- A4. Represents Wisconsin's Wastewater program on regional and national Wastewater program related pollution control organizations when requested by the Water Quality program director.

- A5. Works with other governmental agencies, the tribes, and other DNR Divisions and field units on matters of program integration, coordination, policy development and implementation. Participates on work groups, as directed.
- A6. While representing the field operations of the Wastewater program, maintains communication with section chiefs and obtains cooperation of section chiefs, Wastewater program coordinators and others in the development of program issues, policies and procedures and initiatives.

25% B. Supervises and guides Field Wastewater supervisors and staff assigned to the field offices.

- B1. Trains, assists, coaches and mentors Field Wastewater program field supervisors and field staff to develop, enhance and/or improve their technical, managerial and interpersonal competencies.
- B2. Establishes employee performance objectives and monitors the work performance and expected accomplishments of the supervised personnel.
- B3. Performs required supervisory responsibilities including hiring, training, evaluating performance, discipline and handling grievances as requested.
- B4. Monitors harassment and discrimination policies to ensure a respectful and inclusive environment.
- B5. Supports the training and developmental opportunities for all supervisors and staff.
- B6. Manages resources in the field to adjust to fluctuating workloads, when needed and at the direction of the Program Director.

20% C. Directs, leads and assists with strategic planning in the development, interpretation, implementation, and evaluation of Wastewater policies and activities set forth by the Program Director, Wastewater Team and Environmental Management Division Management Team.

- C1. At the direction of the program director, works with other state and federal agencies, local governments and organizations on a collaborative basis to address Wastewater activities.
- C2. Maintains working relationships with external statewide groups and federal agencies and solicits partners to promote a variety of Wastewater related pollution control and prevention activities, ensuring that sustainability is always considered.
- C3. Provides leadership and direction on regulatory innovation and streamlining within the program to achieve improved environmental and public health protection and promoting increased program efficiencies.
- C4. In the absence of, or as directed by, the Water Quality Program Director, responds to inquiries from department managers outside the program, the legislature, regulated parties, tribes, the press and the general public.
- C5. As assigned, develops, in cooperation with other staff, Department policy positions on proposed federal legislation (including federal budget proposals), policies and procedures, and advise the Water Quality Program Director, Environmental Management Division and Department administration, Governor's Office, Congressional Representatives and interest groups of potential impact on the Environmental Management Division.
- C6. Performs special projects as assigned by the Water Quality program director or Environmental Management Division administration.

20% D. Provides leadership in all facets of Program and Field operations.

- D1. Establishes program objectives and priorities for field operations.
- D2. Partners with Water Quality program director with budgeting and work planning for program and field operations.

- D3. Leads the development of customer surveys for field operations.
- D4. Provides leadership on staffing needs, legislative requests, administrative code changes, and strategic planning initiatives.
- D5. Oversees field communications and administrative Wastewater issues.
- D6. Assigns and schedules work for the Wastewater field supervisors, as necessary and in cooperation with the Water Quality program director.
- D7. Establishes priorities with the Water Quality program director to allocate personnel and financial resources, physical resources, balance workload, and develop and maintain performance measures.
- D8. Serves as Water Quality program director during their absence—attends meetings on behalf of the Director, chairs program staff and section chief meetings, and oversees section chiefs. Provide briefing to Water Quality program director of significant issues/concerns following return from their absence.
- D9. At the direction of the Water Quality program director, responds to and resolves complaints related to the Wastewater that relate to statewide consistency and issues of statewide concern. As directed, encourages cooperative resolution of both external and internal policy implementation disputes.

5% E. Serve as a member of the Wastewater Program Team and an ad hoc member of the Environmental Management Division Management Team to determine statewide policies on Division issues and concerns.

- E1. Participates in setting Division direction and policy.
- E2. Works with Administrator and team members to resolve politically sensitive Wastewater related issues, consistency issues across programs, and issues that may have cross program impacts.
- E3. Serves as a member of the Wastewater Management Team.
- E4. Meets regularly with other Program Field Operations Managers in other Division programs to ensure cross program integration.

Knowledge, Skills and Abilities

- Knowledge of natural resources management, environmental science or engineering
- Knowledge of environmental protection programs
- Knowledge of business management
- Skill in policy development and analysis; program planning, implementation & evaluation; setting goals and objectives and implementing total quality improvement principles)
- Skill in partnership and collaborative decision-making
- Ability to coach, mentor and develop employees
- Ability to provide leadership in environmental or natural resources areas
- Knowledge of all aspects of the Wastewater program in Wisconsin
- Knowledge of all Wastewater Program & Environmental Management Division programs
- Knowledge of program management processes of the Department
- Knowledge of legislative processes, DNR rule-making process and Wisconsin's conservation and environmental laws and regulations
- Knowledge of the external stakeholders involved in Wisconsin's Wastewater program activities
- Ability to understand and work across all Department programs
- Skill in strategic leadership including establishing vision, setting direction, initiating strategies, and anticipating future needs, challenges and options for an organization
- Skill in effective communication to a broad range of people both internally and externally
- Ability to build and effectively utilize relationships and informal networks to achieve goals
- Skill in making timely, well-reasoned decisions

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL FACTORS

Strength requirements for the position are on a continuum:

Sedentary work (exerting up to 10 pounds of force occasionally and/or a negligible amount of force) for 100% of the time.

Physically, the position has no physical requirements; however sitting will be over 75% of the time.

Environmentally, the position will spend approximately 75% of the time indoors.

EQUIPEMENT USED IN PERFORMING THE POSITION

Computer: including word processing, spreadsheet, database, and multimedia presentations software.
Fax machine, telephone, photocopier and calculator.